On Monday, November 28, EDS assumed all fiscal agent operations from Unisys. As we brought up systems and operations, we encountered some issues we are working to resolve as soon as possible.

The current known issues and anticipated resolution times are listed below. We plan to update this list daily. Thank you for your patience as we work through these issues.

Issue	Impact/Description	Resolution	Anticipated Resolution Time	Status
Access to Eligibility information requested through the AVRS (using SSN or Name and Date of Birth) is not working correctly.	Eligibility information is requested through the AVRS by entering (1) Name and SSN or (2) Name and Date of Birth and voice response system returns a "not eligible" message. In the interim, you may dial 0# to opt out of the AVRS menu and speak to an operator to obtain this information.	EDS is making modifications to the AVRS program to correct the issue.	Monday, November 28, 2005	Resolved
Member KENPAC or Managed Care Eligibility information requested through the AVRS is not working correctly	If an inquiry is performed for a member with KENPAC or Managed Care eligibility and the member is only eligible for part of the dates of service in question, AVRS is returning a message that the member is not eligible. In the interim, you may dial 0# to opt out of the AVRS menu and speak to an operator to obtain this information.	EDS is making modifications to the AVRS program to correct the issue.	Monday, November 28, 2005	Resolved
Remittance Advice information from September 9 - November 23 is not available on RA Viewer	You cannot view these RAs via the KY HealthNet RA Viewer at this time. We are working to load the most recent claims processing cycle (November 23) information first.	EDS is working to load this information onto the KY HealthNet systems	Monday, November 28, 2005	In Process
Some KYHealthNet Passwords were transferred to EDS as all capital letters.	Some providers are experiencing difficulty in logging into KYHealthNet. **If you have difficulty, try to login using all capital letters for the password.** Contact the EDI Help Desk at 800-205-4696 if typing the password in all capital letters does not work.	EDS is instructing providers to key all CAPS for the password	Monday, November 28, 2005	Resolved